Telecom Regulatory Authority of India (TRAI) monitors the performance of the mobile networks against the quality of service benchmarks through quarterly Performance Monitoring Reports.

Guidelines for telemarketing calls

2464. SHRI VEDPRAKASH P. GOYAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that to stop telemarketing calls from private companies, TRAI has issued guidelines but now these private companies are marketing through SMS and send lots of SMSs to any number; and

(b) the steps Government would take in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Sir, TRAI has issued a Regulation titled 'The Telecom Unsolicited Commercial Communications Regulations, 2007' for putting in place a mechanism called National Do Not Call (NDNC) Registry' for curbing the unwanted telemarketing calls/messages. In addition, Department of Telecommunications (DoTs) has issued guidelines for registration of telemarketers. These steps have been taken by TRAI and DoT to curb the menace of unsolicited telemarketing calls/messages.

As per the Regulation, any subscriber who does not want to receive unwanted telemarketing calls/messages can register his/her telephone number in the NDNC Registry through his/her Telecom Service Provider.

The definition of Unwanted Commercial Communication stipulated in the Regulation not only covers voice calls but also SMSs.

Merger of BSNL and MTNL

2465. SHRI V. NARAYANASAMY:
SHRI P.R. RAJAN:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government propose to merge BSNL and MTNL in the name of MTNL for efficient functioning of the telecom sector; and

(b) if so, by when the proposed merger would take place?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) A consortium of consultants led by M/s ICICI Securities, apointed by the Government to advise and aid the Government in restructuring of MTNL and BSNL for achieving higher synergies in their operations, has suggested some options for restructuring. Since the enabling conditions for the suggested options are not appropriate enough to lead to a successful merger and considering the complexity of the issues involved, the restructuring of BSNL and MTNL has been put on hold for the time being.